



**Code: 0687**

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

## **CLASS TITLE: HELP DESK MANAGER**

### **CHARACTERISTICS OF THE CLASS**

Under direction, manages a department's help desk operations, directing staff providing technical support and assistance to personal computer (PC) and PC network users, and performs related duties as required

### **ESSENTIAL DUTIES**

- Schedules and makes assignments, ensuring operations are properly staffed and service requests are prioritized over multiple shifts
- Ensures IT operations are properly running and IT service requests are executed accordingly
- Establishes operating procedures and monitors work performance of staff
- Coordinates the installation and configuration of personal computers for systems upgrades or office relocations
- Directs the training of technical support staff
- Monitors critical system failures and serves as a liaison with technical support staff and vendors responsible for maintenance
- Participates in the research of new computer hardware and software products and makes recommendations for their purchase
- Prepares management reports on the section's work activities and operations, including work request SLA's, work load status, and operations assessment

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's degree in Computer Sciences, Information Technology/Systems, or a directly related field, plus four (4) years of technical support experience of which two (2) years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience

#### **Licensure, Certification, or Other Qualifications**

- None

### **WORKING CONDITIONS**

- General office environment
- Availability to work on an on-call basis is required

### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine)

- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, scanner)
- Client/server computer
- Local area/wide area communications network

### **PHYSICAL REQUIREMENTS**

- Ability to operate personal computer and related equipment

### **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

#### **Knowledge**

Comprehensive knowledge of:

- \*operation and installation of hardware and peripheral equipment
- \*multiple computer software packages and their applications
- \*methods, practices, and procedures for analyzing and resolving computer-related problems
- \*commercial computer systems applications and their capabilities
- \*network and network operating systems

Considerable knowledge of:

- manage computer imaging and software deployment systems
- computer systems management
- distributed and centralized computer and computer operating systems
- IT systems development practices, standards, and procedures
- data security policies and processes
- space management, file back up, and restoration/disaster recovery techniques
- methods and principles governing the installation, maintenance, and repair of communication networks
- operation and administration of servers and local and wide area network infrastructures and teleprocessing equipment
- principles and methods of data communications systems administration

Moderate knowledge of:

- \*management and supervisory methods, practices, and procedures
- applicable federal, state, and local laws, regulations, and guidelines
- Web design principles and technologies

Knowledge of applicable City and department policies, procedures, rules, regulations

#### **Skills**

- **ACTIVE LEARNING** - Understand the implications of new information for both current and future problem-solving and decision-making
- **ACTIVE LISTENING** - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **CRITICAL THINKING** - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

- **MONITORING** - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- **COMPLEX PROBLEM SOLVING** - Identify complex problems and review related information to develop and evaluate options and implement solutions
- **MANAGEMENT OF MATERIAL RESOURCES** - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- **MANAGEMENT OF PERSONNEL RESOURCES** - Motivate, develop, and direct people as they work and identify the best people for the job
- **COORDINATION WITH OTHERS** - Adjust actions in relation to others' actions
- **INSTRUCTING** - Teach others how to do something
- **JUDGEMENT AND DECISION MAKING** - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- **SYSTEMS EVALUATION** - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- **QUALITY CONTROL ANALYSIS** - Conduct tests and inspections of products, services, or processes to evaluate quality or performance
- **TROUBLESHOOTING** – Determine causes of operating errors and decide what to do about it

#### **Abilities**

- **COMPREHEND ORAL INFORMATION** - Listen to and understand information and ideas presented through spoken words and sentences
- **SPEAK** - Communicate information and ideas in speaking so others will understand
- **COMPREHEND WRITTEN INFORMATION** - Read and understand information and ideas presented in writing
- **WRITE** - Communicate information and ideas in writing so others will understand
- **REASON TO SOLVE PROBLEMS** - Apply general rules to specific problems to produce answers that make sense
- **MAKE SENSE OF INFORMATION** - Quickly make sense of, combine, and organize information into meaningful patterns
- **REACH CONCLUSIONS** - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

#### **Other Work Requirements**

- **INITIATIVE** - Demonstrate willingness to take on job challenges
- **LEADERSHIP** - Demonstrate willingness to lead, take charge, and offer opinions and direction
- **ADAPTABILITY/FLEXIBILITY** - Be open to change (positive or negative) and to considerable variety in the workplace
- **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks
- **INNOVATION** - Think creatively about alternatives to come up with new ideas for and answers to work-related problems

- **ANALYTICAL THINKING** - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
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